Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**FCR Total**
Science Technology and Research	Fleet Administration	Amanda Ronan	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Ed Conrad	3 2	3 2
		Edward Fortner	1 1	1 1
		Assigned to Individual Total	4 3	4 3
	Technical Lead/Project Manager	Danielle Hood	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		6 3	6 3
Customer Company Total			6 3	6 3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | Top Number - Total Incidents | |
| | | | Bottom Number - Missed Inital Response | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Science Technology and Research	Fleet Administration	Amanda Ronan	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Help Desk	Ed Conrad	3 0	3 0
		Edward Fortner	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Technical Lead/Project Manager	Danielle Hood	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		6 1	6 1
Customer Company Total			6 1	6 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Fleet Administration	Amanda Ronan	1 4.71	1 4.71
		Assigned to Individual Total	1 4.71	1 4.71
	Metro A Help Desk	Ed Conrad	3 0.00	3 0.00
		Edward Fortner	1 0.05	1 0.05
		Assigned to Individual Total	4 0.01	4 0.01
	Technical Lead/Project Manager	Danielle Hood	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Assigned Group Total		6 0.79	6 0.79
Customer Company Total			6 0.79	6 0.79

Science Technology and Research

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Fleet Administration	Amanda Ronan	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Help Desk	Ed Conrad	3 0	3 0
		Edward Fortner	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Technical Lead/Project Manager	Danielle Hood	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		6 0	6 0
Customer Company Total			6 0	6 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
			Low	ATTR Total
Science Technology and Research	Fleet Administration	Amanda Ronan	1 4.71	1 4.71
		Assigned to Individual Total	1 4.71	1 4.71
	Metro A Help Desk	Ed Conrad	3 0.21	3 0.21
		Edward Fortner	1 0.24	1 0.24
		Assigned to Individual Total	4 0.22	4 0.22
	Technical Lead/Project Manager	Danielle Hood	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Assigned Group Total		6 0.93	6 0.93
Customer Company Total			6 0.93	6 0.93

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Detail

INC000000601486	Ronda Robbins Jones	Application	Password	Fleet Focus		TIR Missed: Yes	4.71
	Fleet Administration	Amanda Ronan	Science Technology and Research	Low	Closed	TTR Missed: No	4.71
INC000000603459	Ronda Robbins Jones	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Closed	TTR Missed: No	0.00
INC000000606145	Mary cardon	None	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Danielle Hood	Science Technology and Research	Low	Closed	TTR Missed: No	0.00
INC000000610192	Edward Kimball	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Closed	TTR Missed: No	0.24
INC000000614527	Mary cardon	Application	Error	Financial Information Network		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Resolved	TTR Missed: No	0.39
INC000000614689	Mary Cardon	PC/Laptop	Password	None		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Science Technology and Research	Low	Resolved	TTR Missed: No	0.24